

## Iowa Utilities Board

### Responses to Administration and Regulation Subcommittee Questions

January 25, 2013

1. How many employees do you have? **64** What's the five year trend for staffing levels? **We are at the lowest number of staff in decades. Down from 70 in 2008 and 88 in 1990. In last ten years, high of 72 in 2007.**

YEAR	FTEs
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2008	70
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2009	68
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2010	67
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2011	68
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2012	64
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How are the above employees classified? How many are exempt, non-exempt and collective bargaining? **Of the 64: 3 are Governor Appointed Board members; 20 are exempt (of which 2 are at will); 41 (64%) are non-exempt and covered by AFSCME collective bargaining.**

2. How many of your FTE's are federal funded? **One (American Recovery and Reinvestment Act Grant). The Federal Office of Pipeline Safety (OPS) grant we receive is a reimbursement of pipeline safety work done by the IUB. It does not fully fund any FTEs.**
3. How many Federal grants does your agency receive and what's the matching rate? **6 grants; no matching rate.**

Federal Grants for FY 2013 include:

1) ARRA - \$413,000;

2) OPS - \$500,000;

3) State Damage Prevention Grant - \$100,000 (basically a pass thru to Common Ground Iowa - IUB has administrative oversight);

4) Two One Call Grants, first focuses on Enforcement \$22,500; the other on Education \$5,000 (both are basically a pass thru to the Attorney General – IUB has administrative oversight);

5) Deaf Blind Access Program \$116,490;

7) Iowa Energy Assurance Plan \$53,600 (basically a pass thru to contractor ICF).

What's the future matching rate anticipated to be? **Zero** How much Federal funding? **See amounts in FY 2013 budget behind each grant listed above.**

4. How many early retirements were taken? **Three**
5. Of those openings, how many have been filled? **One**

6. What are your ideas make service delivery in your Department more efficient? **Four years ago we went to an electronic filing system which nearly eliminates paper filings. We are working with a vendor to initiate electronic payment from the utility industry to the IUB, thus reducing or eliminating the handling of paper checks. We will be streamlining our direct billing process (time sheet reporting of billable hours).**
7. Share the progress of your Department's "Lean" projects.
  - a. In May 2010, Customer Service staff, support staff, and various utilities staff participated in a week-long Kaizen event. The Kaizen event was focused upon continuous improvement of Customer Service complaint processes. Overall results reduced total steps involved in handling Customer Service complaints by 36 percent. Customer Service staff will continue to review processes for improvements. Complaints are now processed electronically rather than on paper.
  - b. IUB participated in a Lean Kaizen Event during the week of July 27-31, 2009, that examined the IUB's Electric Transmission Franchise process. The Lean Event was designed to review the franchise process to determine whether there were changes that could be made to reduce the amount of time involved in the review and issuance of a franchise. Participants in the event included the IUB, MidAmerican, Iowa Farm Bureau, Clipper Wind, LS Power, Corn Belt Power Cooperative, ITC Midwest, Nextera, Interstate Power and Light Company, the Iowa Association of Municipal Utilities, the Iowa Association of Electric Cooperatives, the Iowa Department of Economic Development, the Consumer Advocate Division of the Department of Justice. The result of this effort was greatly reduced lead time, delays, and number of steps in the process. IUB was awarded the Iowa Business Council's Iowa Partners in Efficiency Award for this effort in 2012.
8. How much of your revenue comes from other state agencies? **Approximately \$120,000 from the Office of Consumer Advocate and the Iowa Insurance Division to cover costs of our Accounting and Assessment Team doing work for those two agencies.**
9. How much of your revenue comes from fees? **Zero**

10. What has been your five year budget trend? Status Quo appropriation.

Total Actual expenditures	Includes Green Building costs of
FY 2008 - \$8,067,176	\$192,896
FY 2009 - \$8,801,839	\$777,968
FY 2010 - \$7,617,345	\$124,001 (furlough year)
FY 2011 - \$8,550,896	\$162,990
FY 2012 - \$9,602,208	\$122,801
FY 2013 - \$4,115,046	\$104,095 (These are 1 <sup>st</sup> six months of the fiscal year)

11. Regarding current FY 13, how does your current budget situation look? Do you expect any savings? Our FTE count is down; we will not be billing the industry for all of the budgeted amounts. The Iowa Utilities Board invoices the utility industry for all costs incurred. If we do not spend our entire budget, we do not invoice our entire budget. Per Iowa Code § 476.10, the costs of the Iowa Utilities Board are assessed directly to the utilities within Iowa. The Board can only bill the utilities for expenses incurred in carrying out its statutory duties and responsibilities. The Iowa Utilities Board budget has no net effect on the general fund.

12. Have there been any recent reclassifications of individuals in your department? How many and what were the changes? Only a voluntary job change where the employee chose to move from a Utility Analyst 2 to a Utility Analyst 1. The employee moved into a position with greater potential for advancement.

13. In regard to monetary bonuses, how do you measure employee outcomes? We do not give bonuses.